



SAN FRANCISCO
HUMAN SERVICES AGENCY

Sexual Orientation and Gender Identity Data Collection

Board of Supervisors Government and Audit Oversight Committee

October 21, 2021



This is SFHSA



SAN FRANCISCO HUMAN SERVICES AGENCY
**Department of Disability
and Aging Services**



2,500 Employees



60+ Community
Services



Hundreds of
Community Partners



SAN FRANCISCO HUMAN SERVICES AGENCY
**Department of Benefits
and Family Support**



Serving almost 1 in 3
San Franciscans



\$1.37 Billion Budget



Presentation Overview

1. SOGI data collection during FY19-20 and FY20-21
2. Proportion of HSA clients who identify as LGBTQ+
3. SOGI data collection progress
4. HSA programs targeted to LGBTQ+ communities
5. LGBTQ+ programming in response to the COVID-19 pandemic



SOGI Data Collection

Scope and Context of SOGI Data at HSA

- More than 80 HSA programs and community partners collect SOGI demographic data across 11 different systems
- Most HSA programs use a mandated statewide database and demographic questionnaire
- Not practical to share the breakdown of SOGI client data by each of the dozens of programs and contracts during this hearing
- Next section of presentation includes the grouped proportion of LGBTQ+ clients served by key programs.



Proportion of HSA Clients Who Identify as LGBTQ+

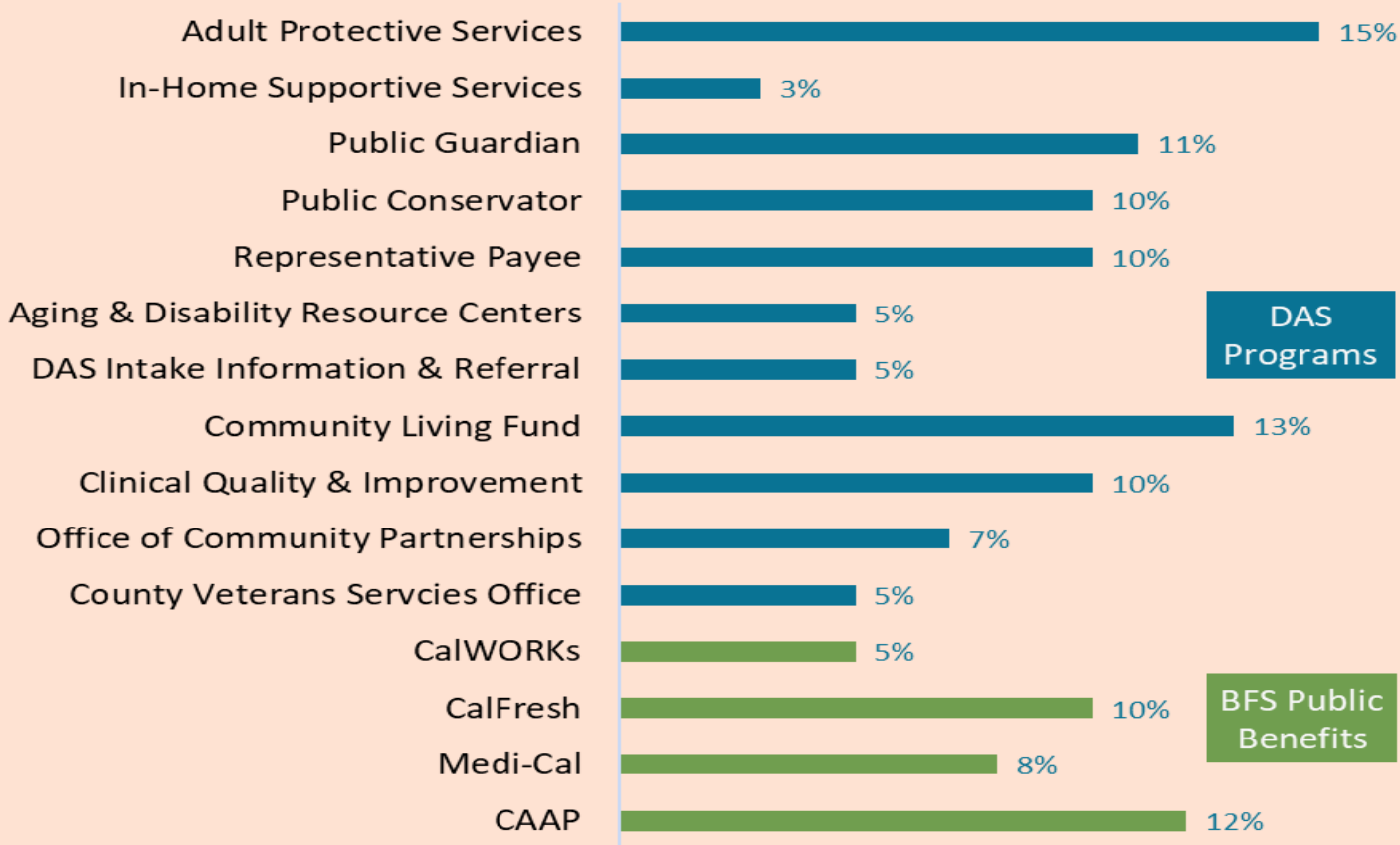


HSA LGBTQ+ Clients

- The following slides contain the proportion of LGBTQ+ clients across key HSA programs.
- The percentages are based on the population of clients who responded to the SOGI demographic questions.
- **LGBQ+** relates to **sexual orientation** and includes clients who identify as lesbian, gay, bisexual, queer, questioning, or anything besides straight/heterosexual.
- **Transgender** speaks to **gender identity** and includes clients who identify as transgender, non-binary, genderqueer, or anything other than cisgender male or female.



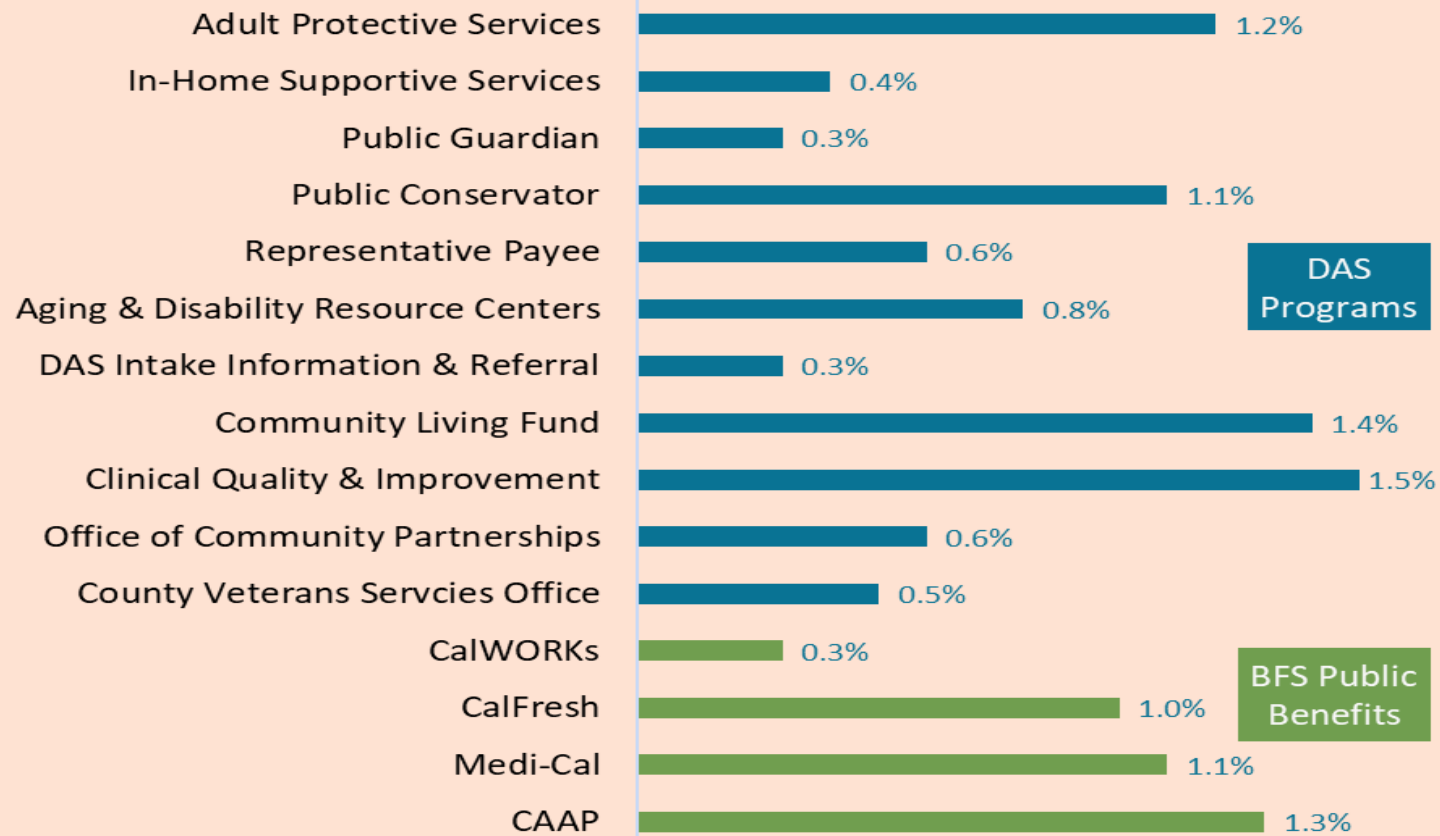
Proportion of LGBTQ+ Clients



FY20-21 Sexual Orientation Data



Proportion of Transgender Clients



FY20-21 Gender Identity Data



SOGI Data Collection Progress

Trends and Lessons Learned

- Data quality and completeness has improved markedly
 - ✓ DAS Aging and Disability Resource Centers increased the proportion of clients with sexual orientation information from 49% to 88%.
 - ✓ Gender identity is now available for more than 90% of In-Home Supportive Services clients (up from around half during the first reporting year).
 - ✓ Only half of BFS contractors submitted a SOGI demographics report the first year; the compliance rate rose to 100% submission by the next year (FY18-19).
- Staff unease with collecting SOGI data mostly disappeared
- Training is key



SOGI Data Collection Progress

Trends and Lessons Learned (*Continued*)

- Regular **quality control auditing** of SOGI data is useful in identifying gaps in policies and procedures and new training needs
- Of course, collecting SOGI demographic data in itself does not combat discrimination or increase participation among underserved LGBTQ+ communities.
- HSA views the data as a **valuable resource for conducting more focused and in-depth LGBTQ+ equity analyses.**
- SOGI data can also be used to perform cross-sectional analyses that incorporate other dimensions of equity, such as racial equity.



SOGI Data Collection Progress

Challenges and Strategies

Challenges	Strategies to Combat Challenges
COVID-19 changed the way SOGI and other demographic data is collected (i.e., fewer face-to-face interviews and more phone and online applications).	Look for appropriate touchpoints and/or new strategies in our post-pandemic “new normal” to gather high-quality demographic data.
Contractor operations, training and monitoring were all disrupted by the pandemic (e.g., employment services providers largely shut down).	Focus on training and monitoring as community partners resume normal levels of operation as the pandemic eases.
Some sub-groups of clients remain more resistant to answering SOGI questions (e.g., veterans, non-English speakers and older persons).	Continue to educate staff on best practices for collecting information in respectful, culturally-appropriate ways.
Need to identify additional community-wide data to better measure LGBTQ+ underrepresentation across HSA programs.	City Survey stat of 12% LGBTQ+ persons provides useful context, but HSA will seek out or develop more detailed info



Programs Targeted to LGBTQ+ Communities



HSA Programs Targeted to LGBTQ+ Communities

- Curry Senior Center and Openhouse programs for transgender and gender nonconforming (TGNC) older adults and TGNC adults with disabilities.
- SF LGBT Center's Transgender Employment Program (TEP) creates inclusive workplaces and jobs for TGNC individuals
- Alzheimer's Association's LGBT Dementia Care Project offers a suite of free trainings to health and social services providers.
- LGBTQ Care Navigation and Peer Support Programs provides compassionate supportive services.





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LGBTQ+ Programming in Response to COVID-19



Get vaccinated. For more info, visit:
sf.gov/GetVaccinated

OFFICE OF
TRANSGENDER INITIATIVES



City & County
of San Francisco

LGBTQ+ Programming in Response to COVID-19

- **Give2SF** funds allocated to LGBTQ+ communities:
 - \$75,000 in gift cards distributed for food purchases.
 - SF LGBT Center was lead CBO with sub-grants to El/La Para TransLatinas, TGI Justice Project, & TurnOut.
- **COVID-centered survey of LGBTQ+ older adults.**
- **Food coordinator position** within Openhouse created to organize volunteers and connect LGBTQ+ persons with food resources.
- **Mental health telehealth pilot** serving LGBTQ+ older adults and HIV long term survivors.





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Thank you!

Questions?

www.sfhsa.org

